



United Learning
The best in everyone™

Briefing Pack for Applicants

Apprentice IT Technician

February 2025

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Section 1 - Post Advertisement

| | |
|-----------------------|---|
| Job title: | Apprentice IT Technician |
| Location: | Sheffield Springs Academy, Hurlfield Rd, Sheffield, S12 2SF |
| Salary: | Competitive, United Learning Apprenticeship Pay Scale (see end of advert) |
| Contract: | Fixed-term in-line with the apprenticeship |
| Hours of work: | Full-time, 37.5 hours per week |
| Start date: | As soon as possible |

We are seeking to appoint an Apprentice IT Technician, the successful post-holder will predominantly be based at Sheffield Springs Academy however, this is an exciting opportunity to complement our IT Team within the Yorkshire Cluster of United Learning schools.

The post is subject to an apprenticeship training agreement; we will support the successful individual in working toward and achieving their IT Technician qualification. It is anticipated that this will be a minimum of one year. **Following successful completion of the apprenticeship, the role will be reviewed and consideration made for a permanent contract in-line with business need.**

Main duties include assisting staff and students with IT related queries, troubleshooting and problem solving, general maintenance, support for school assemblies and presentations and dealing with IT equipment. The post-holder will be supported in their role and throughout the apprenticeship by the IT Supervisor on-site and the Network Manager.

We will offer you:

- Highly competitive pay above national average.
- 26 days annual leave plus 8 statutory bank holidays per annum.
- An additional day's paid leave awarded per annum (in addition to annual leave).
- Excellent facilities and resources.
- Access to an outstanding professional development programme.
- A respectful working environment.
- Supportive, friendly colleagues who are committed to each other's professional development.
- A chance to become part of United Learning, one of the largest groups of academies in the country.
- Opportunities to work collaboratively with colleagues in each academy, across the Cluster and United Learning.
- Excellent employee benefits which include a highly sought-after pension scheme with high employer contributions.
- Access to training through the Apprenticeship Levy.
- Perkbox benefits platform.
- Free on-site parking.
- Access to an Employee Assistance Programme (EAP).
- We encourage open and regular conversations about work-life balance.

As part of United Learning our aim is to bring out 'the Best in Everyone' and we are dedicated to providing students and staff with every opportunity to reach their full potential and succeed with our support.

United Learning is one of the largest and most successful Trusts in the country who offers unrivalled Continuing Professional Development (CPD) and training, including opportunities for nationwide networking.

We are looking for:

- Someone who is solution focused.
- Is reliable, highly motivated and self-driven.
- Excellent IT skills.
- A team player with strong communication and customer service skills.
- You must have good organisational skills and a keen eye for detail.
- Ability to adapt to changing and diverse workload with resilience.
- Demonstrate a positive, proactive and professional approach at all times.

Please see the job description and person specification for further detail.

To apply, please click the 'Apply Now' button at the top of the advert on our website using the following link to our vacancies page: [Sheffield Springs Academy Vacancies](#) and complete our online application form. Please note that CVs are not accepted. **The closing date for this post is midnight on the 16 February 2025. Interviews will take place soon after.**

If you would like to discuss this exciting opportunity, please contact hr@unitedlearningyorks.org.uk

United Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Employees will, in accordance with statutory guidance, be subject to a comprehensive checking process including references from current and previous employers, health, Right to Work in the UK, an Enhanced DBS check and a further check against the appropriate barred list.

United Learning Apprentice Rates of Pay from the 01 September 2024

| Apprentice age | Status | Minimum hourly rate of pay (out of London) |
|------------------------|--|---|
| Under 19 years old | First and subsequent years of apprenticeship | £7.06 |
| Aged 19-20 | First year of apprenticeship | £8.07 |
| Aged 19-20 | Beyond first year of apprenticeship | £9.26 |
| Aged 21 years and over | First year of apprenticeship | £9.66 |
| Aged 21 year and over | Beyond first year of apprenticeship | £12.41 |

Section 2 – United Learning

The Yorkshire Cluster is part of United Learning which is a large and growing group of schools aiming to offer life changing education to children and young people across England.

Our schools work as a team and achieve more by sharing than any single school could. Our Subject Specialists, Group-wide Intranet, our own curriculum and online learning portal all help us to share knowledge and resource, which supports simplifying work processes and managing workloads for an improved work-life balance.

As a Group we can reward our staff better and provide excellent career opportunities, better pay, employee benefits and ultimately, the satisfaction of helping children to succeed. We also invest in our staff wellbeing. Our academies each have at least eight INSET/training days per year (with three of those solely dedicated to planning) and an ongoing group-wide wellbeing programme. It is an ethos we call ‘the Best in Everyone’.

We are working hard to become a more diverse organisation, which is key to our commitment to bringing out ‘the Best in Everyone’. We welcome applications from everyone committed to this ethos and would particularly welcome applications from black and minority ethnic candidates who are currently under-represented in the Group as a whole. We always appoint on merit. We are open to discussing flexible working options.

<https://unitedlearning.org.uk/>

Section 3 – Letter from the Regional Director

Dear Candidate

Thank you very much for your interest in the role within the Yorkshire United Learning Cluster. The cluster itself is a close-knit group of three Secondary Academies: Barnsley Academy, Sheffield Park Academy and Sheffield Springs Academy, who work alongside a number of local Primary Academies; all from within the United Learning Trust.

The cluster is well-established and has excellent support from locally based cluster central services. These cover Business Management, HR, IT and Site/Estate Facilities. They are led by an Executive Business Manager. This provides our Academies with excellent trained advice and support in these areas; this benefits the leadership and wider staff of every Academy.

United Learning Trust is a national organisation serving Primary and Secondary Academies, all-through Academies and Independent Schools. Our ethos is, “the Best in Everyone”. This is a useful phrase that sums up the work and focus of the organisation. Every decision taken is done with this aim in mind: for staff, for students and for the community. The Trust values of Respect, Determination and Ambition are driven through the Character Programme, which each Academy has carefully interpreted in their own way. The Trust attributes of Creativity, Confidence and Enthusiasm are demonstrated at every level.

United Learning, and Academies within the Yorkshire Cluster, demonstrate a strong commitment to staff CPD and staff wellbeing. If you join our schools you will be inducted, supported and developed in a deliberate way from before you even take up post. Our status as an Academy Trust enables highly competitive rates of pay progression and our employee schemes, such as Perkbox, are an attractive feature of employment.

Above everything, we put young people first and seek to recruit adults who share this view. We work with students, parents and families to provide a structured, supportive experience that enables them to achieve as well as they possibly can and become excellent scholars and rounded individuals. We insist on classrooms and corridors that are respectful, orderly places where everyone is expected to display positive and mature attitudes.

Applying for a new job is a huge investment of time and emotional energy. The recruitment decision has to be right for employee and employer. I would encourage you to seek out any information you need in order to make the important decision to apply and we welcome visits to our schools in advance of applications wherever this might be helpful.

I do wish you the very best with your application and thank you again for considering us.

Best wishes,

Laura Moore
Regional Director
United Learning

Section 4 – Letter from the Principal of Sheffield Springs Academy



Dear Candidate

Thank you very much for your interest in the role at Sheffield Springs Academy. The school itself is a fantastic place to work and a brilliant place to learn. Our values are respect, excellence, ambition and pride; if you join our academy, you will see these demonstrated in all aspects of academy life and by all members of our wonderful team.

The team

I am extremely proud to be the Principal of Sheffield Springs Academy, I have worked at the academy for over 15 years and many colleagues have been here longer than this still; I believe this shows the team ethos and community-feel of our academy. The team are deeply invested in our students and new employees are warmly welcomed into this team.

Where we are and where we're going

Sheffield Springs Academy is an outward-facing school, learning from outstanding schools both within the group and beyond. We are unapologetic about our high standards and unashamedly ambitious for all our students and our staff team, we are embarking upon a journey towards becoming a great school. As part of this journey, we are creating an academic culture that is warm, disciplined and joyful and ensures impeccable behaviour. We aim for a culture that means teachers can teach and students can develop their knowledge.

We are committed to staff wellbeing and have a wide-reaching wellbeing programme in place, we listen to the views of our staff team and we strive to make Sheffield Springs a brilliant place to work. We hold celebration briefings, ensure early finishes on INSET days, have a realistic marking policy, calendar in meeting-free-weeks and host a range of wellbeing activities to make sure staff have the time and support they need to fully support our pupils.

Location

Our academy is located at one of Sheffield's highest points, with incredible views across our catchment area directly to Stanage Edge, Hathersage and beyond into the Peak District. We are less than 30 minutes from the beautiful Peak District National Park, only 15 minutes away from the M1 motorway network and just a 5-minute walk to the nearest Supertram stop which provides efficient links to all areas of the city. Sheffield is a vibrant and diverse city; we are incredibly lucky to be in such a fantastic location which offers so much.

Applying for a new job is a huge investment of time and energy. I would encourage you to seek out any information you need in order to make the important decision to apply and I welcome visits to our school in advance of applications wherever this might be helpful.

I wish you the very best with your application and thank you for taking the time to consider Sheffield Springs Academy as a place of employment.

Best wishes,

Claire Cartledge
Principal
Sheffield Springs Academy

Section 5 – Job Description



Job Description

| | |
|--------------------------------|--|
| Post title | Apprentice IT Technician |
| Salary | United Learning Apprenticeship Pay Scale |
| Responsible to | IT Supervisor |
| Responsible for | To provide comprehensive, effective and efficient IT service assistance to academies within the United Learning Yorkshire Cluster. |
| Role purpose | To support delivering and maintaining technology provision in academies within the Yorkshire Cluster. |
| Relevant qualifications | <ul style="list-style-type: none">• Numeracy and literacy skills equivalent to GCSE grade C in English and Maths.• Experience and/or knowledge of IT systems, i.e. Microsoft. |

The postholder must, at all times, carry out their duties and responsibilities within the spirit of United Learning and academy policies and procedures, and within the legislative framework applicable to academies.

Role Summary

The Apprentice IT Technician will carry out their role and responsibilities in a manner which is in keeping with the values and vision of each academy within the Cluster.

Under the direction of the IT Supervisor and Network Manager, the postholder will support the delivery of a robust, efficient and time effective IT provision to the academy.

Key Responsibilities

Although not an exhaustive list the following gives an indication of the role and associated responsibilities.

Main Responsibilities

- Opportunities to work across multiple academies in all phases, for example, Primary, Secondary, Sixth Form, within the Yorkshire Cluster.

- Provide first line technical support, responding to users' helpdesk requests in a timely and effective manner to minimise any disruption to teaching, learning or administration.
- Monitor the performance and fitness for purpose of end-user devices and peripherals, resolving hardware and software faults, finding temporary workarounds where necessary and escalating within the IT Service where provision is no longer suitable.
- Under the direction of the IT Supervisor, monitor and manage network stability and performance.
- Implement change requests under the direction of the IT Supervisor.
- Under the direction of the IT Supervisor, ensure compliance with backup, anti-virus and other security provisions.

Service Operation

- Respond to assigned helpdesk jobs with diligence, contributing to the meeting of Service Level Agreement measures.
- Log any helpdesk incidents reported verbally, to enable them to be adequately tracked, resolved and reported on.
- Search knowledge base/ logs of previous calls to inform diagnosis and resolution.
- Record detailed diagnostic information to assist with the building of the knowledge base.
- Where a satisfactory and immediate fix is not possible, escalate within the IT Service.

IT Estate

- Support, maintain and deploy IT hardware and software resources used without exception, subject to exclusions which the Senior Leadership Teams wish to make (for example, Hall AV):
 - Install and test new peripherals;
 - Follow manufacturers' instructions to support the use of hardware, such as installing drivers;
 - Perform basic PC hardware repairs and upgrades;
 - Diagnose and resolve basic PC, printer, peripheral and software faults;
 - Install applications and other software, configure and test and carry out any required maintenance of applications (for example, install service packs);
 - Log and save users' change requests and escalate through the helpdesk;
 - Install and maintain standard network cabling;
 - Perform basic diagnostic and recovery routines on network equipment;
 - Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server;
 - Implement disk space and printer quota policies;
 - Follow instructions to maintain user accounts and permissions.
- Contribute to the maintenance of an accurate and up-to-date hardware asset register.
- Contribute to the maintenance of an accurate and up-to-date software register, including license details, renewal dates and costs.

- Test and prove the efficacy of the backup procedures on a scheduled basis.
- Actively maintain and monitor the anti-virus/ anti-malware provision and overall security of the IT systems on a daily basis to ensure the integrity of data, systems and resources.
- Manage active network components including switches, routers, escalating to second line support where necessary.
- Monitor Wide Area Network links, escalating to second line support where necessary.
- Maintain internet filtering systems.
- Be alert to any emerging technical risks and escalate within the IT Service.
- Support, assist and train as required all staff, students and visitors as deemed appropriate by the specific academy.

Personal IT Competences

- An understanding of the management and troubleshooting of networked systems.
- A strong skillset in the management of users within a Windows environment.
- The ability to troubleshoot issues with hardware, identifying faults and resolving/escalating as required.

General

- Develop excellent working relationships with colleagues internally, centrally and externally.
- Be an effective and flexible member of the team.
- Ensure any documentation produced is to a high standard and is in-line with the in-house style.
- Participate in training and other learning activities as required.
- Participate in the Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- Represent the academy at events as appropriate.
- Support and promote the academy and United Learning's ethos, contributing to strengthening relationships between academies in the Cluster and between the Cluster and central office.
- To be aware of and comply with United Learning policies and procedures relating to Child Protection, Health and Safety, security, confidentiality and Data Protection, reporting all concerns to the appropriate person.

- To actively participate in Continuous Professional Development (CPD) and act as a positive role model across the academies and United learning.
- The above duties are not exhaustive and the post-holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Network Manager and Principals.
- This job description will be kept under review and may be amended via consultation with the individual, Principals and Human Resources as required.

Information

This post may involve both evening and weekend work and the post-holder will need to demonstrate a large degree of flexibility and willingness to work unsocial hours. The need to adapt working hours around the business need of the academies and Cluster is an expectancy of the job role.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to undertake in the organisation. However, it should be noted that whilst every effort has been made to outline all duties and responsibilities, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the postholder. Elements of this job description and changes to it may be negotiated at the request of either the postholder or the incumbent of the post.

I accept my job description and job title as detailed above.

| | |
|---------------------|--|
| Name (print) | |
| Sign | |
| Date | |

Section 6 – Person Specification



Person Specification

| | |
|-------------------|--|
| Post title | Apprentice IT Technician |
| Salary | United Learning Apprenticeship Pay Scale |

| Education and Qualifications | Essential | Desirable |
|---|------------------|------------------|
| Numeracy and literacy skills equivalent to GCSE grade C in English and Maths. | X | |
| Relevant technical qualifications or experience in supporting Windows environments focused on Windows 10/11 desktops. | | X |
| Experience | Essential | Desirable |
| Confidence in operating in a fast-paced environment. | X | |
| Demonstrable expertise in: <ul style="list-style-type: none"> Windows 10/11 Desktop Basic Network Operations – Print/Password/User Management Classroom Audio Visual hardware. | X | |
| A genuine interest in technology and a clear strategy for keeping up to date with developments. | X | |
| An understanding of how IT is effectively used in Teaching and Learning. | | X |
| Experience of working within education/school environment. | | X |
| Knowledge and experience of using service desk operations. | | X |
| Knowledge and Skills | Essential | Desirable |
| Good knowledge of basic IT packages: Office, Outlook, Windows. | X | |
| Commitment to continuous improvement. | X | |
| Good communication skills. | X | |
| Good administrative and organisational skills. | X | |
| Diagnostic and technical trouble-shooting skills. | X | |
| Ability to manage and communicate effectively with both technical and non-technical staff. | X | |
| Attention to detail. | X | |
| Good organisational skills. | X | |
| Ability to work using own initiative and effectively as part of a team. | X | |
| Teamwork | Essential | Desirable |
| Recognises the contribution and achievement of colleagues. | X | |
| Keeps colleagues, stakeholders and/or customers informed of progress. | X | |
| Treats others fairly, openly and consistently. | X | |
| Expresses disagreement or challenges views calmly, constructively and tactfully. | X | |

| | | |
|---|------------------|------------------|
| Supports and co-operates with colleagues. | X | |
| Personal Attributes | Essential | Desirable |
| High levels of discretion, confidentiality, and awareness of Data Protection. | X | |
| High levels of personal and professional integrity. | X | |
| A facilitative approach to problem-solving and a 'can do' mindset. | X | |
| Able to make connection between their work and the benefits to students. | X | |
| Good written and verbal communication skills. | X | |
| Ability to prioritise and manage workload while maintaining a flexible response to urgent requests. | X | |
| Good interpersonal skills and ability to work with staff and stakeholders at all levels. | X | |
| Organised and good attention to detail. | X | |
| Ability to travel to other schools is advantageous but not essential. | | X |

Section 7 – The Appointment Process

These notes are intended to guide you when making an application.

The Application Form

The application form is accessible via the 'Apply' link on the job advertisement. Please complete the application form neatly, fully and accurately, including exact dates. You are requested to submit a concise application. CVs are not accepted.

Education and Training

State your qualifications and any training you have undertaken relevant to the post.

Present Appointment

Make it clear what your present post is, which establishment you work in and who your employer is.

Previous Appointment

When completing this section it is important that you offer a continuous record, or an explanation of any gaps to allow full account to be taken of your experience, for example, child raising, voluntary work.

Referees

Suitable referees are people who have direct, recent experience of your work and who are in responsible positions. References will be taken if the candidate is successfully short-listed for interview. We may need to contact them at short notice so please be specific with regard to contact addresses including e-mail and telephone numbers.

The Supporting Statement

The supporting statement is regarded as a very important part of your application. You should make statements that demonstrate how your qualifications and experience match the post.

Arrangements for Interview

Shortlisted applicants will be contacted as soon as possible after the closing date. Referees are contacted prior to the interview stage for teaching and support staff posts. We would ask that all shortlisted applicants read the safeguarding information on the academy website/s prior to attending the interview.

The Interview

Candidates will be invited to interview at the academy during which time they will have the opportunity to meet staff and students and see the academy at work.

Feedback

Feedback is offered to those candidates who are shortlisted, interviewed and not recommended for appointment. It is hoped that this information will help you with future applications.

Section 8 – Visitors/Contacts

The academy is located in a thriving town close to the beautiful Peak District



Sheffield Springs Academy

The best in everyone™

Part of United Learning

Sheffield Springs Academy
Hurlfield Road
Sheffield
South Yorkshire
S12 2SF

Website: www.sheffieldsprings-academy.org

Email: enquiries@sheffieldsprings.org

Telephone: 0114 2392631

Sheffield Springs Academy is an 11-16 secondary school and is Ofsted rated 'Good'. As part of United Learning, our aim is to bring out 'the Best in Everyone'. Our values are Respect, Excellence, Ambition and Pride, and these are demonstrated in all aspects of academy life by all members of our wonderful team.